

# **State of Alaska FY2006 Governor's Operating Budget**

## **Department of Natural Resources Public Services Office Component Budget Summary**

## Component: Public Services Office

### Contribution to Department's Mission

Facilitate one-stop public interface for divisions and offices of DNR.

### Core Services

#### Core Services

- Provide one-stop services to the public in Anchorage and Fairbanks
- Provide DNR's initial point of contact for the public
- Receipt payments to DNR
- Conduct land sales
- Provide, accept and process applications for authorizations from DNR
- Assist customers using DNR data bases and programs for land research
- Keep the public informed of DNR programs, policies, regulations, and activities
- Keep media, legislature and other offices informed of DNR activities and accomplishments
- Keep web pages and web content current and informative

#### Keep two staffed Public Information Centers available for Alaskans in Anchorage and Fairbanks:

The two Public Information Centers meet the first seven core services listed above. The centers provide a place for the public to go to ask questions, pay bills, get forms, obtain services, and complete research. The centers are the difference between a complex agency understandable only to experts versus a public-friendly agency where forms, permits, and answers to questions are easily available to everyone.

The services provided under this component allow the department to efficiently conduct business with the public. These centers provide basic essential business functions and services that insure timely processing of applications and payments. They also provide the time consuming public interface to allow other DNR employees to more efficiently conduct their assigned duties without interruption. The centers make sure the public is able to find and obtain what they need from DNR while at the same time making the public aware of the need, purpose, and value of the State's land and resource assets and their appropriate management.

#### Keep the public, media, legislature, and other offices informed of DNR programs, policies, regulations, activities, and accomplishments:

Through media releases, public service announcements, and interviews the Public Services Office (PSO) insures effective media coverage on current DNR actions and issues. Through coordination with other agencies and information centers the PSO helps the public to understand DNR's interagency relationships and to insure accurate and current DNR information is disseminated. The PSO also provides feedback to DNR employees about public concerns, requests, desires, or misunderstandings. The PSO assists the Commissioner's Office to keep the Governor's Office informed of DNR accomplishments and activities.

#### Keep web pages and web content current and informative:

Front door pages of the DNR web site are maintained by the PSO. The PSO also has the oversight to insure that the content in the DNR web pages is current, informative, and user friendly.

### Major Activities to Advance Strategies

- |   |   |
|---|---|
| • Keep two staffed Public Information Centers available for Alaskans in Anchorage and Fairbanks | • Place current and updated information, fact sheets, forms and applications for all DNR programs on the web. |
| • Provide public access computers in the centers to   |   |

### Major Activities to Advance Strategies

- allow land research.
- Work with customers to insure complete applications and forms before forwarding to adjudicators.
- Collect revenues and provide accurate receipting of financial transactions.
- Provide timely response to all public requests via emails, letters and in-person.
- Provide timely processing of applications for authorizations.
- Provide professional and friendly customer service by training and knowledgeable staff.
- Train staff on all new programs, developments, procedures, and technology.
- Create customer satisfaction card and track results.
- Keep public informed of accomplishments, services and changes through the media.
- Develop communication strategies for programs.
- Respond to media and legislative requests for information.
- Provide the customer assistance for land sales.
- Assist LRIS in creating interactive application submission systems and train the public in the use of new technology.

### FY2006 Resources Allocated to Achieve Results

**FY2006 Component Budget: \$398,900**

**Personnel:**

Full time	6
Part time	0
<b>Total</b>	<b>6</b>

### Key Component Challenges

As much of the public is becoming computer literate and DNR makes many advances in the technology realm, the PSO will shift the services offered to maximize this trend. However, as we shift to many electronic services the human component of customer service will not be overlooked, as this is what most people want.

DNR is attempting to shift many of its business practices to be available by internet. The Public Information Centers are still crucial to assisting businesses, agencies, and individuals to conduct business either in person, by the phone, or on the web. The PSOs will modify business practices and services offered to match the changes in the program management in the various divisions.

As Department develops the Resource Authorization System and transitions off of the Land Administration System Case Management System, their will be increased dependency on the PSOs to assist customers with the new system. Business practices will be changed both in the other divisions but in how applications are entered into the new system. Staff will need to learn how to effectively use new tools while conducting land research. The PSOs will be responsible for more scanning and data entry once the system is activated.

### Significant Changes in Results to be Delivered in FY2006

The largest change will be the internal service changes related to technological advances.

### Major Component Accomplishments in 2004

- The PSO assisted over 23,000 customers in person during FY04.
- The PSO receipted over \$7.6 million in revenues in FY04.
- The PSO produced or assisted in distribution of over 200 media releases.
- The PSO assisted in the marketing, implementation, and in-person sales for four new land sales and other continuing sales, each with different rules of participation.

- The PSO assisted in developing and maintaining the over 50 DNR web pages that more efficiently relay information to the public.
- The PSO assisted in the development of a new online public use cabin reservation system. This has been a huge success.
- The PSO web page alone received 6,400 unique visitors in FY04 and the DNR site as a whole received over 604,000 unique visitors during the same time.

The Public Information Centers have produced multitudes of satisfied DNR customers, even when they were paying bills. That is because the center's staff emphasizes customer service. Regardless of the issue or the nature of the contact, the staff endeavors to see customers leaving satisfied knowing they were treated well, professionally, and with respect. This helps improve the overall image of state government, that we are here to serve the people of this state.

The centers help promote use and development of state lands and resources. Many people came to the centers not knowing exactly what they wanted or not understanding how to get something from DNR. The PSO worked with the customers to provide the information needed and helped people through the permitting and regulatory process as needed. The staff have spent the hours necessary to assist people researching land status or teaching customers how to conduct their own research. If customers had to speak with others beyond the PSO, the staff refined the questions to focus the time spent with other DNR staff. This has prevented numerous hours of interrupted DNR staff time. This in turn helped produce efficiency in DNR by improving cycle times.

## Statutory and Regulatory Authority

The PSO provides the public, contact and outreach required by the statutory authority of other components. It has no specific statutory authority.

### Contact Information

**Contact:** Nico Bus, Acting Support Services Director  
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**Public Services Office  
Component Financial Summary**

*All dollars shown in thousands*

	<b>FY2004 Actuals</b>	<b>FY2005 Management Plan</b>	<b>FY2006 Governor</b>
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	312.3	347.0	360.8
72000 Travel	2.7	4.0	4.0
73000 Services	20.0	27.1	27.1
74000 Commodities	9.4	7.0	7.0
75000 Capital Outlay	10.3	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>354.7</b>	<b>385.1</b>	<b>398.9</b>
<b>Funding Sources:</b>			
1007 Inter-Agency Receipts	354.7	385.1	398.9
<b>Funding Totals</b>	<b>354.7</b>	<b>385.1</b>	<b>398.9</b>

**Estimated Revenue Collections**

<b>Description</b>	<b>Master Revenue Account</b>	<b>FY2004 Actuals</b>	<b>FY2005 Manageme nt Plan</b>	<b>FY2006 Governor</b>
<b><u>Unrestricted Revenues</u></b>				
None.		0.0	0.0	0.0
<b>Unrestricted Total</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b><u>Restricted Revenues</u></b>				
Interagency Receipts	51015	354.7	385.1	398.9
<b>Restricted Total</b>		<b>354.7</b>	<b>385.1</b>	<b>398.9</b>
<b>Total Estimated Revenues</b>		<b>354.7</b>	<b>385.1</b>	<b>398.9</b>

**Summary of Component Budget Changes  
From FY2005 Management Plan to FY2006 Governor**

*All dollars shown in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2005 Management Plan</b>	<b>0.0</b>	<b>0.0</b>	<b>385.1</b>	<b>385.1</b>
<b>Adjustments which will continue current level of service:</b>				
-FY 05 Bargaining Unit Contract Terms: GGU	0.0	0.0	3.5	3.5
-FY06 Cost Increases for Bargaining Units and Non-Covered Employees	0.0	0.0	10.3	10.3
<b>FY2006 Governor</b>	<b>0.0</b>	<b>0.0</b>	<b>398.9</b>	<b>398.9</b>

**Public Services Office  
Personal Services Information**

Authorized Positions			Personal Services Costs	
	<u>FY2005</u> <u>Management</u> <u>Plan</u>	<u>FY2006</u> <u>Governor</u>		
Full-time	6	6	Annual Salaries	245,204
Part-time	0	0	COLA	3,728
Nonpermanent	1	1	Premium Pay	0
			Annual Benefits	135,185
			<i>Less 3.00% Vacancy Factor</i>	(11,517)
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>7</b>	<b>7</b>	<b>Total Personal Services</b>	<b>372,600</b>

**Position Classification Summary**

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Natural Resource Mgr II	1	0	0	0	1
Natural Resource Spec I	1	1	0	0	2
Natural Resource Tech II	2	1	0	0	3
Student Intern I	0	1	0	0	1
<b>Totals</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>